



# THE ISSUES User Manual



# Acknowledgements

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The National Democratic Institute is a nonprofit, nonpartisan, nongovernmental organization working to support and strengthen democratic institutions worldwide. NDItech assists NDI partners and staff members around the world integrate technology into democracy assistance programming in innovative and sustainable ways.

The Democracy Toolkit - DemTools - is designed to provide easy-to-use webapp solutions empowering civic groups and political institutions to be more effective at their organizing and communication for democracy and human rights. The development of the tools described in this manual was supported by a grant from the National Endowment for Democracy (NED).

The Issues DemTool manual was written by Meron Menwyelet with contributions from Christine Schoellhorn, Leslie Dudden, Mahvash Taqi and others. Of the many people who contributed to this project, we would like to specially thank Michael Murphy and his team for their hard work, patience and collaborative spirit. Google's excellent YouTube Townhall was the inspiration behind this project.

To learn more about NDI and DemTools, please visit [demworks.org/demtools](http://demworks.org/demtools) and follow us on Twitter at @NDI and @NDItech. In the physical world our headquarters are located at 455 Massachusetts Avenue, 8th Floor, Washington, D.C., 20001.

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# The Issues User Manual

## *Table of Contents*

- [1. Introduction](#)
- [2. Overview of Features](#)
- [3. Accessing Your Account](#)
- [4. Navigating the Site](#)
  - [4.1 Issues Tab](#)
  - [4.2 Candidates Tab](#)
  - [4.3 Parties Tab](#)
  - [4.4 Ask a Question Tab](#)
  - [4.5 View All Link](#)
- [5. Admin Features](#)
  - [5.1 Content Management](#)
  - [5.2 Submitting a Question](#)
  - [5.3 Submitting an Answer](#)
  - [5.4 Managing User Submitted Questions and Answers](#)
  - [5.5 Managing User Submitted Comments](#)
- [6. Setting Up New Candidates and Parties](#)
  - [6.1 Creating a New Candidate](#)
  - [6.2 Creating a New Party](#)

# 1. Introduction

Information and communication technologies for development (ICT4D) are powerful tools for organizing and advocacy. The Issues platform was launched as part of NDI's Democracy Toolkit, DemTools. DemTools provides basic and easy-to-use solutions for common tech problems in the democracy and human rights space that are accessible to programs that lack funding for sophisticated software development. Of course, the right political and program factors still need to be in place, along with adequate funding for implementation and partner training.

The Issues platform was originally developed by the NDItech team to bridge the communication gap between governments and their citizens. The vision for the tool is that it will be used by diverse partners, both political and civil, to outline party and candidate stances on key issues and identify the issues that are of most interest to their constituents. The Issues platform allows political candidates to present their positions on key issues via recorded online videos and citizens the opportunity to ask candidates questions about their platform. By engaging in such dialogue and sharing statements via social media, voters can more directly be connected to their political leaders, opening new avenues for strengthening transparency and accountability.

A program making use of The Issues provides an opportunity for a group or party to hone their media skills, tailoring brief responses to common questions for a video audience. While this platform is relatively inexpensive to set up, understand that content creation and promotion is tremendously time consuming.

This manual is intended to outline the basic functions of the Issues platform and provide step-by-step instructions on how NDI partners and field organizers can best utilize the platform to better foster civic debate.



## 2. Overview of Features

The Issues web application presents several options for driving engagement between citizens and candidates. The main features of the platform are displayed on the navigation bar where tabs direct visitors to issue topics, candidate and party information, and links where questions can be submitted and later voted on for candidates to answer. Those five tabs include the following, which are discussed in more detail in the 'Navigating the Site' section of this manual:

- The 'Issues' tab is the central repository of candidate stances on key issues. Visitors can view recordings of a candidate describing their platform and provide comments in response.
- The 'Candidates' tab centralizes all recorded candidate responses to issues in a single place. The tab allows searching and filtering, so that visitors can easily find the information they want on specific candidate stances.
- The 'Parties' tab provides general information on parties participating in the election and collates party candidate responses in a single place.
- The 'Ask a Question' tab provides a quick way for citizens to submit questions to candidates or political parties. The 'Submit a Question' link located on the right-hand side panel of the navigation bar is another way that citizens can submit their queries.
- The 'About' tab provides basic information about the Issues tool itself.

The screenshot shows the 'The Issues' web application interface. At the top left is the Tech4Dem logo, which includes icons for a globe, a checkmark, a person, and a document. To the right of the logo is the title 'The Issues' and a search bar. Below the logo and title is a navigation bar with five tabs: 'ISSUES', 'CANDIDATES', 'PARTIES', 'ASK A QUESTION', and 'ABOUT'. Below the navigation bar is a filter dropdown menu set to 'Culture' with an orange arrow button. To the right of the filter is a 'CONNECT WITH US' section with icons for Facebook, Twitter, and Google+. Below the filter is a 'QUESTION' section with a green speech bubble icon. The question is 'If elected king, would you be corrupt?' and the text below it reads: 'I believe that corruption is evil, but also see the point of some of my components that it is a necessary evil. What are your views on corruption?'. Below the question are two video player thumbnails. The first video is titled 'Joffrey Baratheon Corruption' and has 166 views. The second video is titled 'Tyrion Lannister -Corruption' and has 86 views. To the right of the videos is an 'ASK A QUESTION' button. Below the button is text that says '3 people have submitted 1 question and cast 3 votes.' and 'But what do you think?'. Below this text are two buttons: 'SUBMIT A QUESTION' and 'VIEW ALL'. At the bottom right are two buttons: 'MOST WATCHED' and 'MOST SHARED'.

**Tech4Dem**  
TECHNOLOGY FOR DEMOCRACY

**The Issues**

ISSUES CANDIDATES PARTIES ASK A QUESTION ABOUT

Culture

**QUESTION**

**If elected king, would you be corrupt?**  
I believe that corruption is evil, but also see the point of some of my components that it is a necessary evil. What are your views on corruption?

**Joffrey Baratheon Corruption**  
views: 166

**Tyrion Lannister -Corruption**  
views: 86

**CONNECT WITH US**  
f t g+

**ASK A QUESTION**

3 people have submitted 1 question and cast 3 votes.

**But what do you think?**  
**SUBMIT A QUESTION**  
**VIEW ALL**

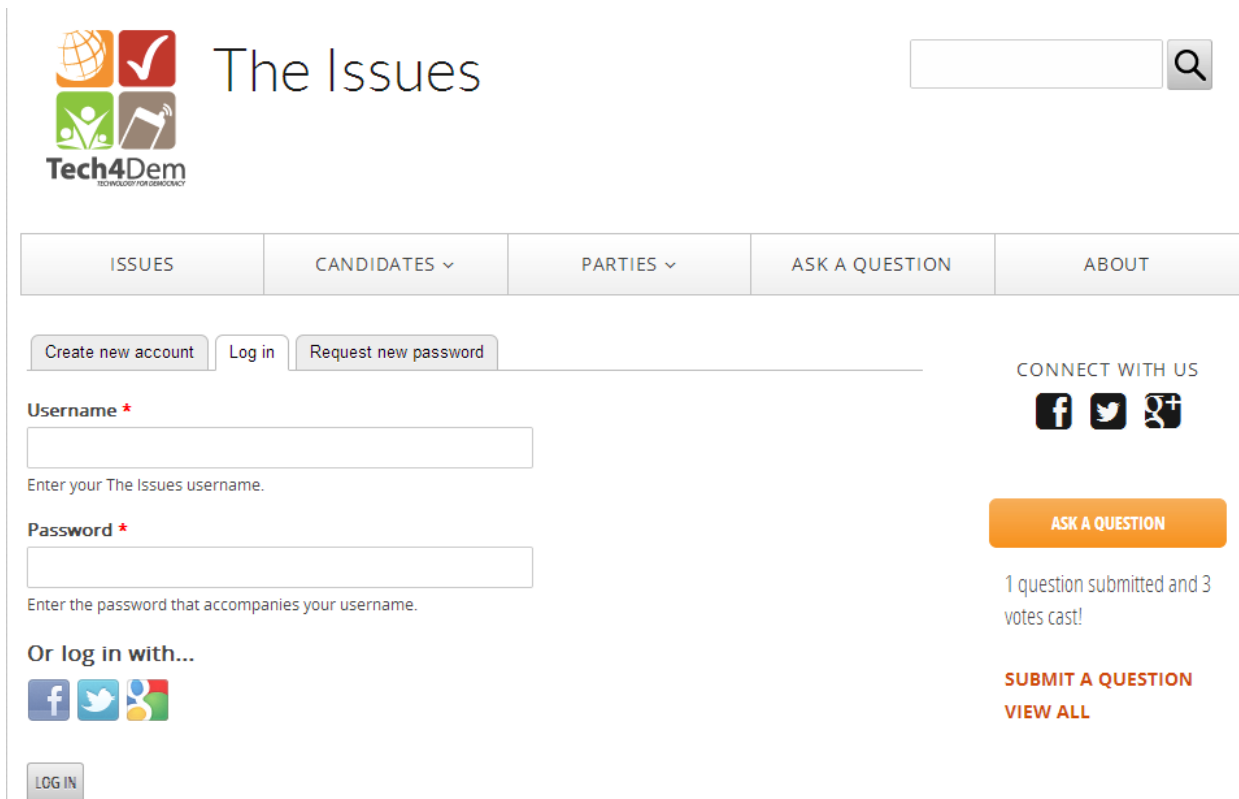
**MOST WATCHED** **MOST SHARED**

### 3. Accessing Your Account



For basic access to the Issues platform by public visitors, no account is needed. However, administrators of the website will need an account to manage the content that is uploaded to the platform. Additional capabilities, including the ability to comment on posts uploaded to the platform require an account.

For first-time users, click on the 'Create new account' tab to setup a username and password. You also have the option of linking your social media account to the Issues platform and logging in via Facebook, Twitter or Google+.

For returning users, click on the 'Login' tab to sign in using your username and password. If you already have an account, but have forgotten your password, click on the 'Request new password' tab and follow the instructions on your screen to reset your password and access your account. Depending on your level of access, you may be able to view or manage content on the site. If you have questions about your account permissions, contact your systems administrator.



The screenshot shows the 'The Issues' website interface. At the top left is the 'Tech4Dem' logo with the tagline 'TECHNOLOGY FOR DEMOCRACY'. To its right is the site title 'The Issues' and a search bar. Below the logo is a navigation menu with five items: 'ISSUES', 'CANDIDATES' (with a dropdown arrow), 'PARTIES' (with a dropdown arrow), 'ASK A QUESTION', and 'ABOUT'. Under the navigation menu are three tabs: 'Create new account', 'Log in', and 'Request new password'. The 'Log in' tab is active. Below the tabs are two input fields: 'Username' with a red asterisk and a placeholder 'Enter your The Issues username.', and 'Password' with a red asterisk and a placeholder 'Enter the password that accompanies your username.'. Below these fields is a section titled 'Or log in with...' with icons for Facebook, Twitter, and Google+. At the bottom left is a 'LOG IN' button. On the right side, there is a 'CONNECT WITH US' section with icons for Facebook, Twitter, and Google+. Below this is an orange 'ASK A QUESTION' button. Underneath the button, it says '1 question submitted and 3 votes cast!'. At the bottom right are two links: 'SUBMIT A QUESTION' and 'VIEW ALL'.

 The Issues  




ISSUES CANDIDATES ▾ PARTIES ▾ ASK A QUESTION ABOUT

Create new account Log in Request new password

**Username \***  
  
Enter your The Issues username.




**Password \***  
  
Enter the password that accompanies your username.

Or log in with...

LOG IN

CONNECT WITH US

ASK A QUESTION

1 question submitted and 3 votes cast!

SUBMIT A QUESTION  
VIEW ALL


## 4. Navigating the Site

The navigation bar of the Issues platform can be used to direct website visitors to issue topics, candidate and party information, as well as links where questions can be submitted and later voted on for candidates to answer. The following sections of this manual will discuss the Issues, Candidates, Parties and Ask a Question tabs, as well as the View All Link in further detail.

### 4.1 Issues Tab

By clicking on the Issues tab, visitors will be directed to a page that highlights the issues that are of most interest to a candidate or political party. Visitors are able to search these issues, which are sorted by a variety of themes, using the drop-down menu in the center of the page. When visitors select an issue from this drop-down menu, the page will refresh and show related videos that have been uploaded. These videos depict a candidate answering questions related to an issue, allowing viewers to gain an understanding of a candidate's position on a given topic. At the bottom of the page, visitors will also see the following two links: 'Learn more about the candidates' and 'Learn more about the parties', which will take them to the candidate and party pages represented within the videos displayed on the issues page.

In the example below, human rights was selected as the issue of interest. The corresponding question on the subject asks candidates or political parties to describe how they would tackle human rights abuses and social inequality as a member of government. As you will see, both Ned Stark and Joffrey Baratheon have uploaded a video response, which viewers can like and/or share via Facebook, Twitter, and Google +.



# The Issues

ISSUES

CANDIDATES ▾

PARTIES ▾

ASK A QUESTION

ABOUT

-Human Rights ▾

QUESTION



**Please explain how you would tackle human rights abuses and social inequality?**

One of my major concerns in the upcoming elections is that of social inequality, both domestic and foreign. Here at home I would put forward that there is clear class distinction between the wealthy businessman and politicians, and the hard working proletariat. However, my concern goes deeper as many of our allies abroad have terrible records of human rights abuses. I am hoping our next elected official will have a strong stance on these problems we face in our society today.

Ned Stark Human Rights

Joffrey Baratheon Human Rights

CONNECT WITH US



ASK A QUESTION

1 question submitted and 3 votes cast!

SUBMIT A QUESTION

VIEW ALL

MOST WATCHED

MOST SHARED

King Joffrey has a unique view on corruption  
Issues: Culture, Cultural Policy, Economics, Corruption, Politics, Public Administration, Social Issues, Crime and Justice

0 1 0

Log in or register to post comments and/or support this video

views: 155

Share 0

Tweet 0

8+1 0

0 1 0

Log in or register to post comments and/or support this video

views: 91

Share 0

Tweet 0

8+1 0

## 4.2 Candidates Tab

The Candidates tab provides visitors with information on candidates that are running in an election. Any recorded responses a candidate has uploaded to the Issues platform will appear here. Candidates and political parties also have the ability to add links to any social media pages they manage, so they can be associated with their campaign.

In the example below, Joffrey Baratheon was selected from the 'Candidates' drop-down menu in the navigation bar. As you will see, the page describes the candidate and provides links to his Facebook and Twitter pages. Also on the page, you will see a 'Filter By' drop-down menu that allows you to search the issues this candidate previously addressed on the Issues platform.

The screenshot shows the 'The Issues' website interface. At the top, there is a logo with a globe and a checkmark, and the text 'The Issues'. Below the logo is a navigation bar with five tabs: 'ISSUES', 'CANDIDATES' (selected), 'PARTIES', 'ASK A QUESTION', and 'ABOUT'. A search bar is located to the right of the navigation bar.

The main content area displays the profile for 'Joffrey Baratheon'. On the left is a portrait of Joffrey. To the right of the portrait, the name 'Joffrey Baratheon' is displayed in a large font. Below the name is a paragraph of text describing him: 'Joffrey Baratheon is the incumbent and came to power upon the death of the formerly elected King Robert Baratheon. Joffrey was strong-willed as a child and has an uncontrollable temper and little sense of right or wrong. When things go wrong, he always blames the problem on others rather than taking responsibility. Despite being willful he is also reckless, vicious, cruel and not very intelligent, all of which combine to make him prone to irrational behavior and bad judgements.'

Below the description, it says 'Previous experience: Incumbant'. Further down, it says 'Party: Baratheon Party' with links to 'FB Page' and 'Twitter'.

On the right side of the profile, there is a section titled 'CONNECT WITH US' with icons for Facebook, Twitter, and Google+. Below this is an orange button labeled 'ASK A QUESTION'. Underneath the button, it says '1 question submitted and 3 votes cast!'. Below that is another orange button labeled 'SUBMIT A QUESTION' and a link 'VIEW ALL'.


At the bottom left, there is a 'FILTER BY' dropdown menu. The 'Issue' dropdown is open, showing a list of issues: Culture, Arts, Cultural Policy, Language, Religion, Sports, Economics, Agriculture, Corruption, Development and Growth, Housing problems, Industrial Organization, International Economics, Poverty, Private Business, Privatization, International relations, Human Rights, National Identity, Relations with Neighbors, and Security.

At the bottom right, there is a video player. The video title is 'You can't insult King Joffrey'. The video player shows a scene from Game of Thrones. Below the video player, it says 'Log in or register to post comments Views: 108 and/or support this video'.


On the far right, there is a section titled 'MOST WATCHED' and 'MOST SHARED'. Below this, there is a paragraph of text: 'King Joffrey has a unique view on corruption Issues: Culture, Cultural Policy, Economics, Corruption, Politics, Public Administration, Social Issues, Crime and Justice Views: 166'. Below this, there is another paragraph of text: 'Ned Stark takes the lead on combating social inequality and in fighting for justice Issues: International relations, Human Rights, Criminal Justice'.

## 4.3 Parties Tab

The Parties tab allows visitors to view information about a party's political platform, as well as see which candidates in the election are associated with that party. Links to social media pages that are associated with the party can also be found here. The 'Filter By' drop-down menu allows you to search the issues that candidate have previously addressed on the Issues platform. The filtering feature provides the best, most direct place to query videos based on a selected search category. Below is an example of what viewers will see when they select Lannister Party from the 'Parties' drop-down menu in the navigation bar.



# The Issues




ISSUES

CANDIDATES ▾

PARTIES ▾

ASK A QUESTION

ABOUT



## Lannister Party

"Hear me roar"; "A Lannister always pays his debts"

The Lannister party is one of the great parties of the country, as well as one of its richest and most powerful families and oldest dynasties. Historically the Lannister party's stronghold for support comes from the western provinces. The party's symbol is a golden lion on a crimson background, and their house motto is "Hear me roar!", which is rarely mentioned. Their unofficial motto, which is as well known as the official one, is "A Lannister always pays his debts."




There are just two goals for House Lannister; firstly, to defend the Lannisters, secondly, to defend their blood. They believe that the house that puts family first will always defeat those who put the whims and wishes of individual nations first. A good man does everything in his power to better his family's position regardless of his own selfish desires.

The Lannister party is an aristocracy. Ultimate power resides in the hands of the Lannisters. However, any member, regardless of birth, may climb the ladder to help govern the house. Their ascension to positions of power is based on their skill and willingness to better the house. Service to the house will be rewarded with House Lannisters immense wealth, titles, lands, and lordships but ultimate power resides within the Lannister blood.

Remember, a Lannister always pays his debts.

[FB Page](#) | [Twitter](#)

CONNECT WITH US



ASK A QUESTION

1 question submitted and 3 votes cast!

SUBMIT A QUESTION

VIEW ALL

MOST WATCHED

MOST SHARED

King Joffrey has a unique view on corruption  
Issues: Culture, Cultural Policy, Economics, Corruption, Politics, Public Administration, Social Issues, Crime and Justice  
Views: 166

Ned Stark takes the lead on combating social inequality and in fighting for justice  
Issues: International relations, Human Rights, Social Issues, Social Inequality  
Views: 155

Rob from the Stark party shares his views on winter and what it means for the North.  
Issues: Culture, Cultural Policy, Economics, Agriculture, Social Issues, Work and Occupation  
Views: 155

Daenerys Targaryan is not afraid to battle corruption  
Issues: Culture, Cultural Policy, Economics, Corruption, Politics, Public Administration, Social Issues, Crime and Justice  
Views: 116

King Joffrey talks about the opposition  
Issues: Culture, Cultural Policy, Politics, Executive System, Legislation  
Views: 108

FILTER BY

Issue ▾

Region ▾


Candidate ▾

Tyion Lannister - Corruption

Tyion Lannister Qualifications

## 4.4 Ask a Question Tab

The Ask a Question tab allows citizens to engage with candidates and political parties by asking questions about issues that are most important to them. The 'Submit a Question' link located on the right-hand side panel of the navigation bar is another way that citizens can submit their queries. When posting a question, citizens are given the option to provide their name and a description of why they are interested in the candidate or political party's response. They can specify a region or category that corresponds to their question using the 'Region' and 'Issue' drop-down menus respectively. Citizens can also upload a video of themselves from YouTube or Vimeo asking their question, which can be recorded using a camera or a mobile phone with video recording capabilities.



# The Issues

ISSUES

CANDIDATES ▾

PARTIES ▾

ASK A QUESTION

ABOUT

Home » Add content

Your name (optional)

Your question \*

Description

Video

Select

Region

~ None ~ ▾

Region

~ None ~ ▾

Issue

<none> ▾

ADD

All selections

Nothing has been selected.

Menu settings

Not in menu ☐ Provide a menu link

URL path settings

Automatic alias

Revision information

No revision

Comment settings

Open

Meta tags

Using defaults

Authoring information




By mmenwelet

Publishing options

Published

SAVE

CONNECT WITH US



ASK A QUESTION

3 people have submitted 1 question and cast 3 votes.

But what do you think?

SUBMIT A QUESTION

VIEW ALL

MOST WATCHED

MOST SHARED

King Joffrey has a unique view on corruption  
Issues: Culture, Cultural Policy, Economics, Corruption, Politics, Public Administration, Social Issues, Crime and Justice  
Views: 166

Neel Stark takes the lead on issues, Crime and Justice  
Views: 166


Neel Stark takes the lead on combating social inequality and in fighting for justice  
Issues: International relations, Human Rights, Social Issues, Social Inequality  
Views: 155

Rob from the Stark party shares his views on winter and what it means for the North.  
Issues: Culture, Cultural Policy, Economics, Agriculture, Social Issues, Work and Occupation  
Views: 155

Daenerys Targaryan is not afraid to battle corruption  
Issues: Culture, Cultural Policy, Economics, Corruption, Politics, Public Administration, Social Issues, Crime and Justice  
Views: 116

King Joffrey talks about the opposition  
Issues: Culture, Cultural Policy, Politics, Executive System, Legislation  
Views: 108


PARTNERS

 10


## 4.5 View All Link

The 'View All' link located on the right-hand side panel of each page on the Issues platform allows visitors to see a list of all of the questions citizens have asked a candidate or political party that have yet to be answered. On this page, users can vote a question up or down using the thumbs up and thumbs down icons to prioritize the responses they are most interested in getting.

In addition to allowing users to vote on questions, the 'View All' link on the right-hand side panel of The Issues homepage directs users to a page where they can comment on a question using the text bubble icon located below each question. Users can also ask, comment and share questions using the Facebook, Twitter and Google+ icons located below each question, as well as use the Connect With Us icon in the right-hand side panel to engage with political candidates.



# The Issues



ISSUES

CANDIDATES ▾

PARTIES ▾

ASK A QUESTION

ABOUT




### ALL QUESTIONS BLOCK




- Advocacy
- Agriculture
- Alcohol and Drugs
- Arts
- Corruption
- Crime and Justice
- Cultural Policy
- Culture
- Development and Growth
- Economics
- Education
- Elections
- Executive System
- Healthcare
- Housing problems
- Human Rights
- Industrial Organization
- International Economics
- International relations
- Justice
- Language
- Legislation
- Media
- National Identity
- Political Economy
- Politics
- Poverty
- Private Business

#### What will you do to help save manufacturing jobs?

Submitted on Thu, 03/13/2014 - 21:51 by Mechanics United




Manufacturing is one of the major employers in this area. With jobs getting cut, we would like to know what you intend to do to help us find new jobs.




1  0  0  [Log in or register](#) to post comments and/or support this question

 Share 0  Tweet 0  +1 0

#### Do you think lobbying and special interests play a valuable role in our government processes?

Submitted on Thu, 03/13/2014 - 18:11 by Juan




1  0  0  [Log in or register](#) to post comments and/or support this question

 Share 0  Tweet 0  +1 0




#### What will you do to promote and protect farmers once you are elected?

Submitted on Thu, 03/13/2014 - 17:43 by Penny

Much of our country's economy is focused on agriculture, and often our interests are left out of politics. I would like to see someone elected who will represent farmers best interests.

0  1  0  [Log in or register](#) to post comments and/or support this question

#### CONNECT WITH US



ASK A QUESTION

1 question submitted and 3 votes cast!

SUBMIT A QUESTION

VIEW ALL

MOST WATCHED

MOST SHARED

King Joffrey has a unique view on corruption  
Issues: Culture, Cultural Policy, Economics, Corruption, Politics, Public Administration, Social issues, Crime and Justice  
Views: 166

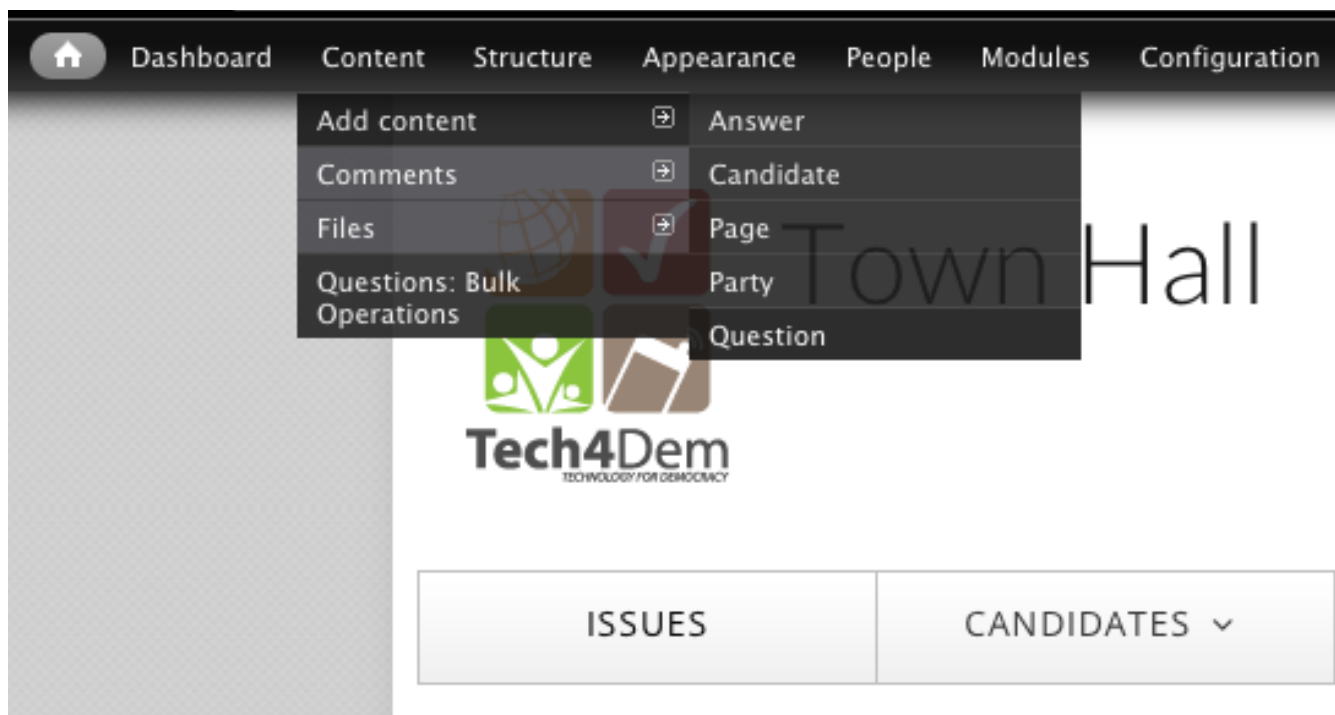


## 5. Admin Features

An administrator of the Issues platform is a person who is responsible for managing information on the platform, including determining who has access to create, modify or delete content. The following sections of this manual will expand on these features.

### 5.1 Content Management

The administrator can use the 'Content' tab located at the top of every page for bulk content management, such as uploading, editing, modifying and assigning content. Content is organized using five categories - answer, candidate, page, party and question. Step-by-step instructions on how to use each are outlined in the following sections.







## 5.2 Submitting a Question

As an administrator, you may want to add questions that were submitted by citizens over different systems, such as social media, to the Issues platform. This can be done as follows:

- From the drop down menu at the top of the page, click on **Content > Add Content > Question**
- Fill in each of the required fields. If you are loading a question on behalf of someone else, use their name in the “Your Name” field
- Be sure to select all the issue categories and subcategories you feel apply to the question.
- At the bottom of the page, select **Publishing Options > Published** and then click “Save”
- If you do not want your question to be published immediately, leave the box next to “Published” unchecked. An unpublished question can be published at a later time.
- Be sure to click “Save” at the bottom of the page after all information has been entered



# The Issues



ISSUES

CANDIDATES ▾

PARTIES ▾

ASK A QUESTION

ABOUT

Home > Add content

Your name (optional)

Your question \*

Description

Video

Select

Region

— None — ▾

Region

— None — ▾

Issue

<none> ▾

ADD

All selections

Nothing has been selected.

Menu settings

Not in menu

☐ Provide a menu link

URL path settings

Automatic alias

Revision information

No revision

Comment settings

Open

Meta tags

Using defaults

Authoring information




By mmenwylet

Publishing options

Published

SAVE

CONNECT WITH US



ASK A QUESTION

3 people have submitted 1 question and cast 3 votes.

But what do you think?

[SUBMIT A QUESTION](#)

[VIEW ALL](#)

MOST WATCHED

MOST SHARED

King Joffrey has a unique view on corruption

Issues: Culture, Cultural Policy, Economics, Corruption, Politics, Public Administration, Social issues, Crime and Justice

Views: 166

Ned Stark takes the lead on issues, Crime and Justice

Views: 166

Ned Stark takes the lead on combating social inequality and in fighting for justice

Issues: International relations, Human Rights, Social issues, Social Inequality

Views: 153

Rob from the Stark party shares his views on winter and what it means for the North

Issues: Culture, Cultural Policy, Economics, Agriculture, Social issues, Work and Occupation

Views: 155

Daenerys Targaryen is not afraid to battle corruption

Issues: Culture, Cultural Policy, Economics, Corruption, Politics, Public Administration, Social issues, Crime and Justice

Views: 116

King Joffrey talks about the opposition

Issues: Culture, Cultural Policy, Politics, Executive System, Legislation

Views: 108

PARTNERS

## 5.3 Submitting an Answer

As an administrator, you may want to provide answers to questions that were submitted by citizens over different systems, such as social media, to the Issues platform. This can be done as follows:

- From the drop down menu at the top of the page, click on “Content > Add Content > Answer”.
- Fill in each of the required fields.
- Create an appropriate title for the response and describe the response further in the “Description” field.
- At the bottom of the page, select “Publishing Options” to choose whether or not to publish your answer. If you do not click on the “Published” box, your answer will not be published.
- Be sure to click “Save” at the bottom of the page after all information has been entered.

The screenshot displays the 'The Issues' platform interface. At the top, there is a navigation bar with links: Dashboard, Content, Structure, Appearance, People, Modules, Configuration, Reports, and Help. Below this is a header section with the 'Tech4Dem' logo and the title 'The Issues'. A search bar is located on the right side of the header. A secondary navigation bar contains links: ISSUES, CANDIDATES, PARTIES, ASK A QUESTION, and ABOUT. The main content area is titled 'Home > Add content'. It features a form for adding a new answer, with fields for 'Title', 'Body (Edit summary)', 'Video', 'Tags', 'Question', and 'Candidate'. Below these fields is a 'Menu settings' section with various options like 'Revision information', 'URL path settings', 'Comment settings', 'Meta tags', 'Authoring information', and 'Publishing options'. At the bottom of the form are 'SAVE' and 'PREVIEW' buttons. On the right side of the page, there is a sidebar with a 'CONNECT WITH US' section, an 'ASK A QUESTION' button, and a list of recent questions with their respective topics and view counts. A 'PARTNERS' section is also visible at the bottom right.

## 5.4 Managing User Submitted Questions and Answers

As an administrator, you can manage the questions and answers that were submitted by citizens over different systems, such as social media, on the Issues platform. This can be done as follows:

- From the drop down menu at the top of the page, click on “Content.” This will take you to the content management page, where you can filter all submitted content by “status” or “type.”
- Next to the drop down menu, click on “Filter” to activate your filter by status or type. Mass functions can be performed by checking the box next to the relevant question and then selecting the desired action from the “Update Options” drop down menu.
- Click “Update” to finalize the desired action.

Dashboard Content Structure Appearance People Modules Configuration Reports Help

Home » Administration

Content

CONTENT COMMENTS FILES

Add content

SHOW ONLY ITEMS WHERE

status any Filter

type any

UPDATE OPTIONS

Vote down

Vote down

Cancel vote down

Vote up

Cancel vote up

Like

Cancel like

Dislike

Cancel dislike

Publish selected content

Unpublish selected content

Promote selected content to front page

Demote selected content from front page

Make selected content sticky

Make selected content not sticky

Delete selected content

Update URL alias

Update automatic node titles

Update

	TYPE	AUTHOR	STATUS	UPDATED	OPERATIONS
<input type="checkbox"/>	Question	Darko Soković	not published	07/10/2014 - 10:15	edit delete
<input type="checkbox"/>	Answer	admin	published	06/10/2014 - 11:37	edit delete
<input type="checkbox"/>	Candidate	admin	published	06/10/2014 - 11:37	edit delete
<input type="checkbox"/>	Question	Anonymous (not verified)	published	06/10/2014 - 11:37	edit delete
<input type="checkbox"/>	Party	admin	published	06/10/2014 - 11:37	edit delete
<input type="checkbox"/>	Answer	admin	published	06/10/2014 - 11:37	edit delete

## 5.5 Managing User Submitted Comments

- From the drop down menu at the top of the page, click on **Content > Comments**.  
There are two different tabs on this page: one to approve and publish comments, and one to unpublish or delete comments
- To approve and publish comments:
  - Click on the “Unapproved Comments” link on the top right-hand side of the page. This will take you to a new page that shows the comments that are currently awaiting approval and publication
  - Click on the box next the comment you want to manage
  - Using the “Update Options” drop down menu, select the option you want and then click “Update”
- To unpublish or delete comments:
  - Click on the box next to the comment that you want to manage
  - Using the “Update Options” drop down menu, select the option you want and then click “Update”

The screenshot shows the Drupal 7 administration interface for managing comments. The top navigation bar includes links for Dashboard, Content, Structure, Appearance, People, Modules, Configuration, Reports, and Help. The breadcrumb trail is Home » Administration » Content. The main content area has tabs for CONTENT, COMMENTS, and FILES. Below the tabs, there are two buttons: Published comments and Unapproved comments (0). The main content area displays a table of comments with columns for SUBJECT, AUTHOR, POSTED IN, UPDATED, and OPERATIONS. The table contains five rows of comments, all by Lesley Dudden, posted on 02/24/2014. Each row has an 'edit' link in the OPERATIONS column.

Content ▾

CONTENT COMMENTS FILES

Published comments Unapproved comments (0)

UPDATE OPTIONS

Unpublish the selected comments ▾ Update

<input type="checkbox"/>	SUBJECT	AUTHOR	POSTED IN	UPDATED	OPERATIONS
<input type="checkbox"/>	Frightening! They will burn	Lesley Dudden	Daenerys stands by her dragons	02/24/2014 - 15:44	<a href="#">edit</a>
<input type="checkbox"/>	While I appreciate that	Lesley Dudden	King Joffrey has a unique view on corruption	02/24/2014 - 15:30	<a href="#">edit</a>
<input type="checkbox"/>	I agree in theory with Tyrian	Lesley Dudden	Tyrian Lannister shares with us his view on Government spending.	02/24/2014 - 15:27	<a href="#">edit</a>
<input type="checkbox"/>	I like that Rob is in favor	Lesley Dudden	Rob Stark is in favor of bi-partisanship on his terms	02/24/2014 - 15:24	<a href="#">edit</a>
<input type="checkbox"/>	I think we should be	Lesley Dudden	Daenerys has little respect for other parties	02/24/2014 - 15:23	<a href="#">edit</a>

## 6. Setting Up New Candidates and Parties

Adding candidates and political parties to the Issues platform allows website visitors to learn about the candidates that are running in an election and their party's political platform. The following sections of this manual will walk you through the steps to add this information.

### 6.1 Creating a New Candidate

- From the drop down menu at the top of the page, click on **Content > Add Content > Candidates**
- Fill in each of the required fields. You can upload an image of the candidate by clicking 'Image > Choose File' and selecting the file you would like to upload
- At the bottom of the page, click "Preview" to view the page before creating it. If everything looks okay, click "Save" to automatically post the content on The Issues website. If you would like to save but not publish the information that you have entered, click on "Publishing Options" at the bottom of the page and unclick the box next to "Published" before clicking "Save"
- Note that once content has been posted to the Issues platform, you can still make revisions to it by clicking on 'Content' in the navigation bar followed by the 'Edit' or 'Delete' links under the 'Operation's menu bar on the page

The screenshot shows the 'Add Candidate' form on the 'The Issues' website. The form is titled 'The Issues' and has a 'Tech4Dem' logo. The navigation bar at the top includes links for Dashboard, Content, Structure, Appearance, People, Modules, Configuration, Reports, and Help. The form fields include: Image (with a 'Choose File' button), First name, Last name, Party (a dropdown menu), Description (with a 'Description (Edit summary)' label), FB Page, and Website. There is a 'Publishing Options' section at the bottom with checkboxes for 'Not in menu', 'URL path settings', 'Revision information', 'Comment settings', 'Meta tags', 'Authoring information', and 'Publishing options'. The 'Publishing options' checkbox is currently checked. The right sidebar contains social media links, a 'ASK A QUESTION' button, and a 'PARTNERS' section.

## 6.2 Creating a New Party

- From the drop down menu at the top of the page, click on **Content > Add Content > Party**
- Fill in each of the required fields. You can upload an image of the party by clicking **Image > Choose File** and selecting the file you would like to upload. Here, you can also insert links to the party's official website and social media platforms (i.e. Facebook page and Twitter handle)
- At the bottom of the page, click "Preview" to view the page before creating it. If everything looks okay, click "Save" to automatically publish the content on The Issues website. If you would like to save but not publish the information that you have entered, click on "Publishing Options" at the bottom of the page and unclick the box next to "Published" before clicking "Save"

The screenshot shows the 'The Issues' website's 'Add Content' page for creating a new party. The page has a top navigation bar with links: Dashboard, Content, Structure, Appearance, People, Modules, Configuration, Reports, and Help. Below the navigation bar is a search bar and a logo for 'Tech4Dem'. The main content area is titled 'Home > Add content' and contains several form fields for creating a new party. The fields are: Party Name (text input), Party logo (Choose File button, No file chosen, Upload button), Party video (Select button), Party mission (text area), FB Page (text input), Website (text input), and a section for 'Other social media handles' with three rows of Title and URL inputs. Below these is a 'Link to volunteer form' text input. At the bottom, there is a 'Menu settings' section with a 'Provide a menu link' checkbox and a 'Publishing options' section with a 'Published' checkbox. The page also features a right sidebar with 'CONNECT WITH US' (Facebook, Twitter, YouTube icons), 'ASK A QUESTION' (button), 'But what do you think? SUBMIT A QUESTION VIEW ALL' (text), 'MOST WATCHED' and 'MOST SHARED' (sections), and 'PARTNERS' (No image available buttons). The footer includes a 'SIGN UP FOR THE NEWSLETTER' section with a text input and a 'SUBMIT' button, and a 'CONNECT WITH US' section with social media icons and a 'Privacy and Use Policy' link.

Dashboard Content Structure Appearance People Modules Configuration Reports Help

The Issues

ISSUES CANDIDATES PARTIES ASK A QUESTION ABOUT

Home > Add content

Party Name \*

Party logo

Choose File No file chosen

Files must be less than 2 MB

Allowed file types: png gif jpg jpeg

Party video

Select

Party mission

FB Page

Website

Other social media handles

Show row weights

Title URL

The link title is limited to 128 characters maximum.

Title URL

The link title is limited to 128 characters maximum.

Title URL

The link title is limited to 128 characters maximum.

Link to volunteer form

Menu settings

Not in menu

Provide a menu link

Revision information

No revision

URL path settings

Automatic alias

Comment settings

Closed

Meta tags

Using defaults

Authoring information

By mmenzwelet

Publishing options

Published

SAVE PREVIEW

CONNECT WITH US

Facebook Twitter YouTube

Privacy and Use Policy

SIGN UP FOR THE NEWSLETTER \*

SUBMIT